

AMENDMENTS TO THE SPECIFICATION

In the Specification:

Please replace the paragraph on page 5, line 27, with the following amended paragraph:

In accordance with one aspect of the present invention, one or more decision models 150 are employed with the call routing system 110 to facilitate efficient operations of the system 100, provide more efficient coupling between callers and respondents, and mitigate caller frustration when interacting with such systems. In one aspect, this is achieved by training the decision models 150 *via* a data log 160 that has recorded data of past activities and interactions with the call routing system 110. Output from the decision models 150 is then employed for call routing determinations. Such data includes statistical information such as how often speakers have been found or not found, how often an operator has been requested and so forth wherein this data is described in more detail below with respect to Fig. 2. After the decision models have been trained, the call routing system 100 works in concert with the models to facilitate call routing between callers and individuals to be contacted. As will be described in more detail below, the models 150 can be employed in accordance with dynamic policies relating to the costs and benefits of switching a caller to the human operator, for example.